



County of Fairfax, Virginia

ADDENDUM

Date: June 6, 2012

ADDENDUM NO. 1

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 2000000264
TITLE: Multi-Function Devices and Related Services
DUE DATE/TIME: June 28, 2012/2:00 P.M. **(Revised)**

The referenced request for proposal is amended as follows:

1. The closing date and time have been changed to June 28, 2012 @ 2:00 P.M.
 2. In order to allow the County time to respond to additional questions via an addendum, the deadline to submit questions to the County is close of business Friday, June 22, 2012.
 3. For those offerors interested in a site visit of FCG or FCPS facilities, they are scheduled as follows:
 - a. Fairfax County Government Center
12000 Government Center Parkway, Fairfax VA 22035
June 12, 2012, from 10:00 am – 5:00 pm local time
 - b. Fairfax County Government Center
12000 Government Center Parkway, Fairfax VA 22035
June 13, 2012, from 10:00 am – 5:00 pm local time
 - c. FCPS Woodson High School;
9525 Main Street, Fairfax, VA 22031
June 20, 2012, from 9:00 am – 11:00 am local time
 - d. FCPS Gatehouse Administrative Center
8115 Gatehouse Road, Falls Church, VA 22042
June 20, 2012, from 12:30 pm – 2:30 pm local time
- Please contact Teena Stewart via email at teena.stewart@fairfaxcounty.gov to confirm your firms' site visit, date(s) and time(s).
4. Refer to Attachment I of this Addendum, for questions and answers from the pre-proposal conference held on May 30, 2012 and from questions received via e-mail.

Department of Purchasing & Supply Management

12000 Government Center Parkway, Suite 427

Fairfax, VA 22035-0013

Website: www.fairfaxcounty.gov/dpsm

Phone (703) 324-3201, **TTY:** 1800- 828-1140, **Fax:** (703) 324-3681

All other terms and conditions remain the same.



Teena L. Stewart, CPPB
Contract Specialist II

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED IN THE TECHNICAL PROPOSAL OR RETURNED PRIOR TO DATE/TIME OF CLOSING.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

Attachment I

- Q1. Para 5.1-pg 21, the county leases 500 machines under a single co-terminus agreement
- Please indicate when this lease will expire.
 - Also, when will the lease expire for FCPS?
- A1. The current U.S. Communities contract for multifunction devices with Ricoh expires on March 31, 2013. The County's current co-terminus lease expires June 30, 2014, however the County reserves the right to cancel for convenience or continue leasing to the end of the lease period. FCPS leases its machines for 48 month terms. The expiration dates vary and FCPS does not have a single co-terminus agreement.
- Q2. Is the RFQ going to be a true multiple award contracts?
- If this is a multiple award can a vendor decide to opt out of the contract without penalty?
- A2. Please reference Special Provisions, paragraph 1.5 regarding multiple awards and General Conditions and Instructions to Bidders, paragraph 5 regarding withdrawal of bids.
- Q3. Is it a requirement to have all products; wide format, printers, high production, fax and MFD's in order to be considered?
- A3. No, please reference Special Provisions, paragraph 1.5.
- Q4. Is it a requirement to provide managed print services or does a manufacturer have the ability to only bid the MFD's?
- A4. Supplier has the ability to submit a proposal by section or aggregate. Please reference Special Provisions, paragraph 1.5.
- Q5. Are there a minimum quantities required to be purchased under this RFQ?
- A5. No.
- Q6. The bid pricing requirement conflicts with GSA in that it requires the lowest overall available pricing on products and services to public agencies; how will this be addressed? Lowest price offered to public agencies not affected by GSA prices.
- A6. The lowest price to eligible local and state entities is not affected by pricing offered to the United States Government.
- Q7. Is it a requirement to be able to provide maintenance to other manufacturer's equipment per item 7 on page 16?
- A7. Supplier is to propose its capability. It is a preference and is anticipated that each Supplier provide with their response a list of manufacturers for which it is or is not authorized to perform service.
- Q8. Is it requirement to provide production printers, if so what is your definition of production printing?
- A8. Please reference Special Provisions Paragraph 1.5. Production printing equipment would be equipment able to handle the amount and type of print jobs as identified in Special Provisions paragraph 5.2 titled "Printing Services".
- Q9. Is there an actual requirement for coin-op equipment and if so is there a number or specific products?
- A9. Supplier may submit coin-op equipment as part of its equipment offering. There is no number or specific product as each Participating Public Agency has its own requirements regarding utilization of coin-op equipment. County and FCPS anticipate a need for coin-op equipment in its libraries.
- Q10. Is GBC and Coil Bound a requirement per page 21 5.2 second bullet?
- A10. Currently the Fairfax County Print Shop has this capability and it is a requirement for Fairfax County.
- Q11. Would you please clarify why compensation under the US Communities Contract must be higher or equal to other public agency contracts compensation?
- A11. This is a requirement to eliminate any potential barrier of the Supplier's sales force commitment to lead with U.S. Communities as their primary offering to Public Agencies.

Attachment I

- Q12. Attachment A price sheet- how many grayscale and color copies/ prints need to be included in maintenance and lease payments for each of the segments?
- A12. Price the following: all copies, no copies, 2,000, 5,000, 10,000, 25,000, 50,000, 100,000, 500,000, 1,000,000, and 5,000,000 copies.
- Q13. Duplicators are mentioned as a part of original RFP and as per the inventory listed on page 26, the FCPS currently has 180-duplicators. However, we did not see any technical specifications regarding Duplicators, neither see them listed in the Attachment A-price sheet. Can the County please provide specifications on what kind of duplicators would meet the needs? Should we include duplicators in our pricing response on attachment A?
- A13. FCPS currently has RISO Duplicators RZ220, EZ220. FCPS prefers network and print capability. Supplier should provide specifications of its products in Attachment A-1. Duplicator pricing should be included in Attachment A.
- Q14. Under FAIRFAX COUNTY PUBLIC SCHOOLS REQUIREMENTS. Section 6.2.1, it says 'School employees require the ability to walk up to an MFD to release secured print jobs, perform copy, scan (to email and/or file server) and fax functions (where applicable)'. Does the FCPS require the School employees to release the secure print job from any MFD on the network i.e. the 'follow you/me print solution'?
- A14. FCPS does not require this currently. It is something FCPS would consider in the future.
- Q15. Do the FCPS currently have NSi AutoStore/SMARTicket/AutoCapture solution? Can you please provide information on back-end document management solutions in place currently at FCPS, which when integrated with new scanning workflows, would result in better access to records and cost savings?
- A15. FCPS has AutoStore in the legal department, not division wide.
- Q16. Do the FCPS currently have the RightFax solution?
- A16. No.
- Q17. Page 46, Special Provision #6, asks to 'identify the key personnel who are to work on the project'. Please define who would be considered as 'key personnel'. Would they be Technical personnel, IT personnel or Account Managers?
- A17. Key personnel would include anyone the County or FCPS would interact with on at least a monthly basis.
- Q18. Please state in which specific section should the vendor describe their 'Managed Print Services' program.
- A18. Reference page 16, Managed Print Services, of the RFP. The description of your Managed Print Services program should be provided in the Supplier Information section of your response under the section titled "Managed Print Services".
- Q19. Would the County consider extending the RFP due date?
- A19. The RFP due date has been extended to June 28, 2012 at 2:00 pm local time.
- Q20. P8- D - Sales Commitment - The requirements regarding sales force compensation and incentives seem to extend beyond the normal and legal bounds of a supplier agreement. This information should be considered proprietary and at the discretion of the vendor, not a contract with Fairfax County or U.S. Communities. We respectfully ask that it be removed.
- A20. See Answer to Q11.
- Q21. P12- Supplier Work Sheet - What level of EDI billing is the vendor expected to provide?
- A21. The intent of the Supplier Worksheet, item E, is to ensure Suppliers are able to provide ordering and billing in multiple formats to meet the various needs of Participating Public Agencies. No level of EDI billing is specified. It is up to the Supplier to understand each Participating Public Agency's needs and address those needs.

Attachment I

- Q22. P14- Supplier Information #6 - Based on existing non-disclosure agreements with our customers we cannot release customer information based on sales volumes purchased or rank them in order of revenue. In conjunction with the above, we consider lost opportunities confidential company information. We respectfully request that this requirement be removed.
- A22. Public Agencies do not consider this information to be proprietary and this requirement will not be removed. If Supplier has information it deems as proprietary, this information should be marked as "proprietary and confidential" in its response. Reference Special Provisions, paragraph 13.
- Q23. P.17- 1 – Administration - How often will Fairfax County or other contract users pay using a credit card or P-Card? Will the card be used for lease payments, supplies and/or services? Since there is a fee to the vendor for such transactions, can the vendor pass the fee to the user of the card?
- A23. This information is not available/unknown. Supplier is responsible for any credit card processing fees.
- Q24. P20 –Contract Period and Renewal - Please clarify that this is a 4 year initial agreement with 6 option years to follow.
- A24. Yes.
- Q25. P24 – 6.1.2.3 – Scan - Lower segment MFD's typically do not have 100 sheet document feeders. As such, many manufacturers provide features which allow for unlimited scanning. Is it acceptable for a MFD to have <100 sheet document feeder if it can batch scan 100 sheets or more?
- A25. County would like to see a minimum of at least 50 sheets. Floor standing models should be able to easily do 100+ sheets.
- Q26. P27 – 6.1.9 – Response and Restoration of Service - While the County may establish its own requirements of 2 hours (on-site response) and 4 hours (restoration of service), these are not the typical nation standards. Average variances of 4-8 hour response times, depending on urban/rural makeup, are more customary. Extreme rural regions, such as AK and HI may have unique circumstances and needs broader terms. We respectfully ask for further consideration in the RFP.
- A26. Alternatives will be considered.
- Q27. P28 – 6.1.10 – Support Staff - The County is requesting that the servicing organization manage equipment moves for the life of the contract. Equipment moves are not referenced in this solicitation. There are varying cost associated with moving equipment, whether between floors, buildings or across a city/county. Other considerations include buildings without elevators that require moving up stairs or on the outside of the building. Therefore, may the successful vendor provide quotes, which will be assessed based on these circumstances?
- A27. Please provide a detailed list of all related moving fees. Note that County does not currently pay for moves and FCPS currently pays a nominal fee for moves.
- Q28. P29 – 6.1.13 – Defective Equipment - All manufacturers offer a repair or replace guarantee for defective equipment. Before replacing any identified unit, we ask that any lack of performance be based on manufacturer's published standards and specifications with a reasonable cure period granted. End-user caused issues or misuse should also be included in the discussions, if applicable.
- A28. It is the Supplier's responsibility to restore functionality on published or non-published manufacturer defects.
- Q29. P30 – 6.1.14 – Technology Refresh - Please clarify what constitutes a "Technology Refresh" by the manufacturer? If a new model is introduced that utilizes the same main frame, basic user operation, accessories, print driver layout, but simply adds new firmware and feature sets is this considered 100% new by the County? Manufacturers typically replace most MFDs on an 18 to 36 month refresh cycle. The launch of new equipment does not necessarily render models that have been installed up to 5 years earlier obsolete or incapable of providing the functions for which they were acquired. Please explain the intention of this clause and what you are seeking to achieve. If the refresh means that the fleet can be replaced at any time at the request of the County, this would result in higher bid prices to hedge against future costs.
- A29. County requires a technology refresh if it purchased devices within the first 12 months of the new technology. FCPS does not have this requirement.

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- Q30. P31– 6.1.17.B – Security - The County is requesting a certificate of destruction for devices removed from the County. If an installed device is equipped with hard drive/memory security features, such as data overwrite systems, would this negate the need for certificate?
- A30. County requires a certificate of destruction for each unit that leaves the County, regardless of the reason it leaves. FCPS uses Data Overwrite Security on all current leases, but it requires the hard drives be returned to FCPS for shredding on all machines not loaded with DOS.
- Q31. P31- 6.1.1.18 - This paragraph cuts off at the bottom of the page with, "...automate this process with the County's current" and is not continued on P32. Could you please provide the rest of the working in this section?
- A31. Highlighted in yellow below is the remainder of the paragraph.
- Q32. P32 – 6.1.19 – FOB - Geographic and transportation logistics can increase delivery costs in both Alaska and Hawaii. For the national program, will the County allow the successful vendor to assess these costs in areas, such as Alaska and Hawaii?
- A32. Exceptions for Alaska and Hawaii may be identified in your proposal. County and FCPS do not pay shipping.
- Q33. P36 – 6.2.7 –Technology Refresh - Please refer to question earlier in 6.1.14.
- A33. See answer to Q29.
- Q34. P37– 6.2.10.B – Maintenance - Many smaller MFD's, printers and all faxes do not have finishers and therefore do not require staples. Additionally there are many products (duplicators, printers, wide format plotters and faxes) maintenance agreements that historically do not include supplies. Are we able to simply note on these types of products where supplies and/or staples are not included in our pricing?
- A34. County expects staples to be included and does not currently pay for staples.
- Q35. P37 – 6.2.10.D – Equipment Leasing – Automatic Renewals
- A. While automatic renewals are not acceptable, will you consider month-to-month. Month-to-month extensions offer flexibility for situations, such as...
- Migrating to a co-terminus agreement
 - Aligning agreements to a fiscal year
- B. The bid states that delivery and installation is included in the initial price. Does this clause also include removal at no charge to the customer at the end of the lease?
- A35. A. Please reference Special Provisions, paragraph 4.1. At the discretion and if authorized by County or FCPS, a month-to-month extension would be acceptable. Automatic renewals are prohibited.
- B. County requires that there is no additional charge for removal should there be a technology refresh of the equipment or at the end of the lease term.
- Q36. P37 – 6.2.10 – Equipment Leasing - Nationally, many organizations would like to be able to take advantage of new technology/solutions or cost-savings that arise from new leases. Is it acceptable to the County, FCPS and U.S. Communities that the Master Agreement allow for remaining lease obligations from the current vendor or another vendor to be rolled into new agreements?
- A36. No.
- Q37. P38– 6.2.13.F– Service and Maintenance Support – Repairs - Is the position that if a single unit is down for 12 business hours is the entire month service charge to be credited? We respectfully request that changes are made to take into account a ratio of the length of downtime to the entire month.
- A37. Both the County and FCPS have high priority sites with high visibility by county and school officials. An alternative option would be for Supplier to send a replacement unit or loaner.
- Q38. P42 – 7.1 – Gap Analysis - What resources will the customer be required to provide to the vendor in order to complete these tasks? Nationally, is there a minimum number of units that are required in order for the vendor to provide these services?
- A38. County will provide all Supplier required resources it feels is reasonable to complete the tasks. Nationally, Supplier should propose its capability in the RFP response.

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- Q39. P44 – 7.7 – Warranty - The County states that warranty periods and maintenance agreements should not overlap. Warranties typically cover only defective materials, workmanship and retrofits for 90 days, but not misuse or abuse, routine cleaning, preventive maintenance or supplies. As the County is requesting supply-inclusive agreements, it is industry practice that maintenance agreements take effect upon installation.
- A39. Please include your proposal in the RFP response.
- Q40. P45 – 9.2 – Tab 3- Offeror Profile - Is the County requiring profiles for just Fairfax County vendors or for the manufacturer's national distribution? Are a manufacturer's authorized dealers considered sub-contractors for the purposes of this solicitation?
- A40. While the County is more focused on its needs, those responding to this RFP should be as comprehensive as possible as this is an indication of the Suppliers' relationship with its sub-contractors who provide products and services on the Suppliers' behalf.
- Q41. P54– 24.2– Changes / Cancellation for convenience - This solicitation already addresses the cancellation for documented non-performance or non-appropriation of funds. We respectfully request that any cancellation for convenience clause include, "All money due the lessor for the remainder of the lease agreement period will be due and payable upon completion of the equipment removal."
- A41. The County will not have further obligations, monetary or otherwise, for goods or services not received.
- Q42. P47- Tab 6- Financial Statements - Is it acceptable to simply provide basic financials in hard copy and the full annual reports as electronic versions?
- A42. Yes.
- Q43. P63- 33. Termination for cause - We respectfully propose a 30-day cure period from time of notification.
- A43. Please submit in RFP response.
- Q44. P77- Subcontractor Notification Form - Are authorized dealers to be considered sub contractors or sales and servicing arms of the manufacturer? If so, can we provide the information on in an Excel format rather than the form provided?
- A44. Yes, please include.
- Q45. P84- Master Vendor Employee Name List - Does this form need to be filled out with the response, or a requirement when awarded?
- A45. Upon award is acceptable.
- Q46. Attachment A-Pricing Sheet - In addition to providing lease pricing for the terms requested on this document, will the County also accept additional lease periods (e.g. 33 months) and capital (\$1 Buyout) lease rates? These will accommodate other agencies nationally that either request capital leasing and/or agreement periods that are not covered in the solicitation.
- A46. No jurisdiction in the Commonwealth of Virginia can agree to a \$1 buyout. Other Public Agencies, where legally appropriate, may agree to this type of arrangement. Alternative pricing structures may be proposed. County is looking for an apples-to-apples comparison amongst Suppliers.
- Q47. Attachment A-Pricing Sheet - Will the County and U.S. Communities allow vendors to list an increase in service rates in instances where geography and travel are an issue? This would include tiered percentage increases to the CPC for those customers (a) over 30, and (b) over 60 miles away from the servicing vendor.
- A47. Any labor rates must be fully loaded. There will be no added fees for travel for the County or FCPS. Supplier may propose tiered rates for other Public Agencies.

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- Q48. Attachment A-Pricing Sheet – Maintenance - For the box titled “Monthly Labor, Service and Support” - does this refer to full-time, on-site labor? The standard price proposal for on- site full-time support for a managed print engagement would be a monthly price for a fleet of equipment, not per unit. Please advise your expectations for this cell.
- A48. The box titled “Monthly Labor, Service and Support” can refer to but is not limited to full-time, on-site labor. The standard price proposal is a separate line item should a Participating Public Agency wish to purchase stand-alone monthly labor, service, and support relating to the MFD solution it selects. Please propose Supplier’s best approach.
- Q49. U.S. Communities / National Agreement - Please clarify the order of precedence between terms and conditions contract requirements that differ between Fairfax County and FCPS for transactions outside Fairfax County. USC are separate from Fairfax. Fairfax terms and conditions apply to all transactions between Fairfax County and FCPS.
- A49. Any awarded Supplier(s) will sign a Master Agreement with Fairfax County. Participating Public Agencies are able to utilize this Master Agreement. The Master Intergovernmental Cooperative Purchasing Agreement, Exhibit 4 of the RFP, permits a Participating Public Agency and Supplier to agree upon certain different or alternative terms and conditions. Each Supplier has discretion as to whether such terms and conditions are acceptable.
- Q50. Due Date - The U.S. Communities RFP is complex and will require a significant time and resource commitment in order to provide a comprehensive response and produce the 16 hard copies organized according to directions. Will the committee consider extending the due date?
- A50. See answer to Q19.
- Q51. Page 1 item 2B – Is it the intent of Fairfax County to award an exclusive contract to a single manufacturer?
- A51. See answer to Q2.
- Q52. Page 1 item 2B – If more than one vendor will be awarded this contract, how will orders be divided amongst the approved vendors?
- A52. It is up to each Participating Public Agency to determine what best meets its needs.
- Q53. Page 1 item 2B – Will there be mandated purchasing by the Participating Public Agencies?
- A53. No.
- Q54. Page 1 item 2B – Please provide the volume Participating Public Agencies will be required to commit to purchasing through this contract award?
- A54. There is no requirement.
- Q55. Page 3 Advisory Board – Are Advisory Board Members mandated to purchase from this contract award?
- A55. No.
- Q56. Page 3 Advisory Board – Please provide the volume Advisory Board Members will be required to commit to purchasing through this contract award?
- A56. There is no requirement.
- Q57. Page 15 Marketing item 6 – Will U.S. Communities and Fairfax County accept short biographies of the dedicated account team members instead of resumes?
- A57. Resumes are required.
- Q58. Page 16 Products, Services and Solutions item 3 – What is your current delivery time expectation?
- A58. It is up to the Supplier to provide its guaranteed delivery time.
- Q59. Page 16 Managed Print Services item 5 / Attachment B - SERVICE/HELP DESK INTEGRATION - Please clarify your expectations and requirements for Help Desk Integration.
- A59. County requires onsite personnel and the ability to support backend software.

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- Q60. Page 31 item 6.1.18. BILLING/INVOICE –Will each Participating Public Agency sign a lease agreement that will stand alone on its own terms?
A60. For leases, each Participating Public Agency will sign a lease agreement. The intent is to incorporate standard terms into the Master Agreement. For a sample of a County Master Equipment Lease Agreement, go to <http://www.fairfaxcounty.gov/cregister/ContractDetails.aspx?contractNumber=4400001197> and click on Amendments.
- Q61. Page 44 Acceptance Testing – How long is the testing period of the equipment? Will the County include this in its terms (i.e. acceptance testing for five days)?
A61. The acceptance testing period will last a minimum of 10 business days.
- Q62. Section 3 of the Overview indicates that offeror's can provide lease or purchase. Is it either or both?
A62. The RFP requires the option to do both.
- Q63. GENERAL DEFINITION OF PRODUCTS AND/OR SERVICES 3c, could you provide information regarding "general overflow."
A63. General overflow is a large print job the MFD or print shop cannot handle where the job can be sent to an external source. For instance from an MFD standpoint, anything over 500-1000 pages could be submitted to the print shop's web store front. From a print shop standpoint, any jobs it cannot handle would be outsourced to an overflow printing service.
- Q64. U.S. Communities, page 4, Marketplace – this section indicates that members can purchase online via credit card. How is the credit card processing fee paid?
A64. Supplier is responsible for any credit card processing fee.
- Q65. 5, Supplier Qualifications, Corporate Commitment – this section requires authorized dealers to lead with the U.S. Communities agreement. Vendor respectfully submits and agrees that as a manufacturer direct contract, its dealers can lead with the U.S. Communities Agreement. But, when dealers market direct to public entities, they are not obligated to use the manufacturer contract. Is it your intent to enforce this for indirect sales force marketing activities for all public business regardless?
A65. Supplier's sales force (including inside, direct and/or authorized dealers, distributors and representatives) is required to present the Master Agreement when marketing Supplier's products, services and solutions to Public Agencies.
- Q66. 5, Supplier Qualifications, b, Pricing Commitment, (ii) – Vendor requests to add language stating, excluding volume-based promotions.
A66. The Administration Agreement is required to be signed, unaltered.
- Q67. Supplier Information, Marketing, 4 – Because public entities are not required to transition to the U.S. Communities contract, Vendor requests to remove the supplier commitment amount of contracts to transition in years one, two and three. Alternatively, the language could state "best efforts to transition."
A67. No.
- Q68. Special Provisions, 11 Consultation Services – is this an onsite requirement?
A68. An onsite requirement would depend on the specific consultation services being provided.
- Q69. Special Provisions, 20.2, d, vendor requests to remove professional liability from the insurance requirements as this does not apply.
A69. List any exceptions in Suppliers response. County Risk Management will make a final determination.
- Q70. Special Provisions, 21.5, what percentage of orders are through credit card?
A70. This information is not available.
- Q71. Attachment A - In the example shown with the AX100, the Allotted Impressions Per Month column is 12,000. Please advise what volume should be used per segment?
A71. It is up to each Supplier to provide the recommended limit versus theoretical limit by device.

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- Q72. Attachment A - In the example shown with the AX100, the Allotted Impressions Per Month column is 12,000. On the color models, please provide a monthly volume that vendors should use to base pricing for both color and monochrome separately.
- A72. The County has pooled impressions and does approximately 52M annual gray scale impressions and 8M color impressions. FCPS pushes Supplier's recommended limits and currently does not pay overage. FCPS does not have pooled impressions.
- Q73. Attachment A - Instead of bidding with minimum monthly impressions, may a vendor bid Cost Per Copy with no minimum monthly copy allowance?
- A73. Supplier may propose alternative pricing options that it feels will best meet the needs of the County, FCPS and Participating Public Agencies.
- Q74. Attachment A - In the MAINTENANCE AND SUPPLIES INCLUDED section, is the cost of maintenance and supplies to be included?
- A74. Yes.
- Q75. Attachment A - In the MAINTENANCE AND SUPPLIES INCLUDED section, if the cost of maintenance and supplies is to be included, what volume is the maintenance to be based on?
- A75. County and FCPS have different requirements. Supplier should propose volumes based on the targeted monthly range that each machine is rated; examples: Ricoh MP4002SP – 10,000/month, Ricoh MP5002SP – 20,000/month, and Ricoh MP8001SP – 50,000/month. Additionally, Supplier should propose pricing for the following volumes: 2,000, 5, 000, 10,000, 25,000, 50,000, 100,000, 500,000, 1,000,000 and 5,000,000.
- Q76. Attachment A - How are the devices going to be configured in each segment? (Example: Doc Feeder, Staple Finisher, Hole Punch)
- A76. Supplier should provide pricing for each base unit and pricing for all available options for each unit to allow for an a la carte apples-to-apples pricing comparison.
- Q77. Attachment A – Does U.S. Communities and Fairfax County want vendors to bid the mainframe and list all of the available accessory options separately?
- A77. While not required, Supplier may propose an offering.
- Q78. Attachment A – Is our pricing to include End of Term Removal?
- A78. Yes for lease/rental.
- Q79. Attachment A – Is our pricing to include Personal Property Tax?
- A79. No, County and FCPS is tax exempt.
- Q80. Attachment A – Is our pricing to include staples?
- A80. That is preferred.
- Q81. Attachment A - Are vendors required to bid every segment? For example, what if a vendor does not have a model that fits in Segment 6 Color (91+ ppm)?
- A81. No, Supplier can submit what it offers. See answer to Q2.
- Q82. Attachment A, what is the intent of the Monthly Labor, Service, Support column? Is this for consulting?
- A82. This is a separate line item should a Participating Public Agency wish to purchase stand-alone monthly labor, service, and support relating to the MFD solution it selects.
- Q83. Attachment B - FLEET MANAGEMENT COST - Which sites will require on-site personnel (full-time or part-time)?
- A83. County currently has five solution provider personnel onsite; two IT staff at the Government Center and three technicians in the field covering all County locations. They are regionally divided.

Attachment I

- Q84. Attachment B - FLEET MANAGEMENT COST - What will the responsibilities and duties be for the required on-site personnel?
A84. Please reference Special Provisions, paragraphs 6.1.5-6.1.12 for County requirements. Participating Public Agency requirements may differ.
- Q85. Attachment B - FLEET MANAGEMENT COST - What will be the business hours required for on-site personnel?
A85. County hours 7:00 – 6:00 pm, currently with staggered shifts. After hour support is required on Election Day and other special occasions such as Board sessions. Additionally, please reference Special Provisions, paragraph 6.1.9.
- Q86. Attachment B - FLEET MANAGEMENT COST – U.S. Communities and Fairfax County is requesting a price to manage legacy devices. Please provide vendors with a copy of the existing fleet by location and the print volumes that each location produces.
A86. Information is not available from Participating Public Agencies. County is not currently looking for Supplier(s) to manage legacy devices.
- Q87. Attachment B - MAINTENANCE (BREAK/FIX) - In order for us to provide pricing on break/fix service, please provide your existing fleet information by location and each locations volumes.
A87. This information is not available. Please generalize and use theoretical limits.
- Q88. What is your level of satisfaction with your current vendors / program?
A88. This is not relevant.
- Q89. Will vendors be given an opportunity for a site visit?
A89. Site visits are scheduled as follows:
a. Fairfax County Government Center
12000 Government Center Parkway, Fairfax VA 22035
June 12, 2012, from 10:00 am – 5:00 pm local time
b. Fairfax County Government Center
12000 Government Center Parkway, Fairfax VA 22035
June 13, 2012, from 10:00 am – 5:00 pm local time
c. FCPS Woodson High School;
9525 Main Street, Fairfax, VA 22031
June 20, 2012, from 9:00 am – 11:00 am local time
d. FCPS Gatehouse Administrative Center
8115 Gatehouse Road, Falls Church, VA 22042
June 20, 2012, from 12:30 pm – 2:30 pm local time
- Q90. Will U.S. Communities and Fairfax County provide a hard copy of all vendor questions and your responses after the pre-proposal conference?
A90. Yes, via addendum.
- Q91. May we please have another Q&A submission round to clarify any questions that may result from the first round of responses to vendor questions?
A91. Yes, please reference Special Provisions, paragraph 16.2.
- Q92. To provide Prudential with a comprehensive response that considers all of your valued feedback, we respectfully request a one week extension for RFP due date.
A92. See answer to Q19.